DISASTER RECOVERY INITIATION PROCESS LOGICAL LAYOUT Infrastructure Necessary Services/Critical **Applications Applications** Operation Resumed Operation Resumed SLA activated if the damage assessment returns with a minimal or limited event related to hardware or application or Disaster **Event Occurs** network Disaster Assessment Declared Plan Activated Normal Damage Assessment Operations Resume in Indianapolis following the SLA Guidlines TIME **SLA Breakdown** 6 Hours 7 Days Critical Dell - 0 - 4 hours* (normal Necessary Critical – 60 second to 5 RTO part replacement) **RTO** minutes (up to 23 hours **Recovery Time** 0 - 24 hours*(back plane, **Recovery Time** of data availability to **Objective** Mother board) **Objective** recover just in case) (Downtime) (Downtime) Server Application - 0 - 16 hours* Necessary - 1 to 3 days Database - 0 - 32 hours* Network – 0 - 40 hours **RPO** *SLA timeline is based on business hours from 6:00 AM **Recovery Point Objective MTPOD** - 6:00 PM Mon-Fri (Excludes weekends and **Maximum Tolerable Period of Disruption** (Dataloss) Government Holidays) **Most Current Replicated IOT Service Level Agreements Data Availability on SAN** http://www.in.gov/iot/files/SLA 7-12.pdf And **AVAMAR Grid** before an event occured